

MEDIATION

1. Definitions
 - A. What is conflict?
 - B. What is mediation?
2. Why use Mediation techniques?
 - A. Investment
 - B. Empowerment
 - C. Follow through
3. Model
 - A. Requirements

1. "BATNA" (The best alternative to a negotiated agreement (**BATNA**) is the course of action that a party engaged in negotiations will take if talks fail, and no agreement can be reached.)

a. describe

b. interpret

2. Neutral Place and Agree to Mediate

3. Define Problem (Mutual Goal)

a. symptom

b. common goal

4. Bring Solutions

a. requirement

b. stop and think

5. Use Solution

a. Start Date

b. trial/evaluation periods

6. Role Play in Group